



Corrective Action for Incorrectly Paid Claims

In order to correct a claim that has been “Paid”, but has been paid at an incorrect amount, you must follow the Adjustment procedure:

- Prepare a new claim form with the correct information and attach any required documentation.
- Submit only one claim line per claim form.
- Do not subtract the original payment from your usual charge, and do not enter it in the “Other Paid Amount” column (the processing system will perform the necessary calculation.)
- Check the adjustment box at the bottom of the new claim form.
- Enter the most recent “Paid” transaction control number (TCN) in the box at the bottom of the new claim.
- Note: a TCN from the “CRADJ” line of a previous adjustment is considered a “Paid” TCN.

If the original submission required documentation, you must attach the documentation to the adjusted claim. Submit the claim to:

MassHealth
Attn: Adjustments
PO Box 9118
Hingham, MA 02043

You cannot follow the adjustment procedure if you are making a change to the member ID number, pay-to provider number, or the invoice type. In these situations, you must request a void of the original payment, and then rebill the corrected claim, if applicable.